THE POSITION

The Desktop Support Area in the Customer Services Bureau of the Technology & Innovation Department has an immediate opening for a Help Desk Support Specialist. Under general supervision, the position will be assigned to support the Desktop Support Area. The Help Desk Support Specialist should have knowledge of a variety of applications, pc & mac operating systems, protocols and devices.

EXAMPLES OF DUTIES

- Provides basic help desk support related to hardware, software, network connectivity, email and application support;
- Quickly resolves desktop/laptop, client software, printer, peripheral, local network and other IT problems so that employees have the IT resources necessary to perform their duties;
- Provides coverage to a Help Desk Call or Contact Center which will be continuously staffed or covered during normal business hours and may act as a technical lead;
- Communicates with customers to resolve service problems via telephone and desk-side visits;
- Troubleshoots and provides services to specialized networked equipment including PC components;
- Troubleshoots and provides minor repairs to PC, Laptops and mobile devices;
- Creates and tracks support tickets and completes all system documentation; and
- Performs other duties as assigned.

DESIRED QUALIFICATIONS

- Ability to provide basic help desk support related to hardware, software, network connectivity, email and application support;
- Ability to clearly communicate technical concepts to non-technical people;
- Ability to recognize, analyze and effectively solve problems in a timely and organized manner; and
- Ability to multi-task in a fast-paced environment.

Department Contact Information

For more information regarding this exciting career opportunity, please contact the Civil Service Department at (562) 570-6202 or email civilservice@longbeach.gov.

DESIRABLE EDUCATION AND EXPERIENCE

Bachelor's Degree in Computer Science, Engineering, Business or related field with a minimum of two years of related experience.

DESIRABLE SKILLS AND KNOWLEDGE

- Knowledge of Windows and iOS desktops, laptops and mobile devices;
- Knowledge of Windows 7 and 10, Windows Server 2003, 2008, 2010, 2013 and Mac OS;
- Ability to support and troubleshoot Microsoft Office 2010, 2013 and Office 365;
- Ability to support Outlook in a Microsoft Exchange/Cloud environment;
- Ability to support desktops in a MS active directory environment;
- Ability to support a variety of desktop applications;
- Ability to support mobile devices;
- Ability to provide effective customer service; and
- Ability to work with all levels of the City organization.

This information is available in an alternate format by request to the Department of Technology & Innovation at (562) 570-6982. If you require an accommodation because of a disability to participate in any phase of the selection process, please submit your request with your application or call (562) 570-6982.